



# Health Net Presentation Regarding Connecticut Behavioral Health Claims Run-out

Tuesday, October 25, 2005  
Transitional Sub-Committee  
State of Connecticut Legislative Building



## Agenda

- Health Net Run-Out Oversight Process
- Reporting Overview
  - Claims Inventory
  - Paper and EDI claims
  - Aggregate Reporting
  - Claims Performance
  - Special projects/Reconciliation Reports
- Timely Filing and Appeals Process
- Contacts
- Provider Communication



## Oversight Process

- Health Net and VOI have an administrative services agreement under which VOI processes claims with the funding provided by Health Net. VOI.
- Health Net has a portfolio of reports which they will use to monitor the claims run-out and performance of VOI.
- Bi-Weekly meetings occur between Health Net and VOI to review any operational issues as well as standard operating functions
- Health Net's delegation oversight committee reviews VOI performance standards bi-weekly to ensure contractual compliance.



# Claims Inventory Report

Claim Type	Estimated Claims Received but not in system (# of claims) (4)						Total Claims Received But Not In System
	01-30 Days	31-45 Days	46-60 Days	61-90 Days	91-120 Days	>120 Days	
UB92 Claims	0	0	0	0	0	0	0
HCFA 1500 Claims	0	0	0	0	0	0	0
<b>Subtotal MCO Claims</b>	0	0	0	0	0	0	0
Pharmacy	0	0	0	0	0	0	0
Dental	0	0	0	0	0	0	0
Chiropractic	0	0	0	0	0	0	0
Skilled Nursing	0	0	0	0	0	0	0
Vision	0	0	0	0	0	0	0
Mental Health	0	0	0	0	0	0	0
<b>Subtotal Vendor Claims</b>	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0



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## Paper Claims Inventory

Claim Type	Paper Claims Processed During Month						
	01-30 Days	31-45 Days	46-60 Days	61-90 Days	91-120 Days	>120 Days	Total Paper Claims Processed During Month
UB92 Claims	0	0	0	0	0	0	0
HCFA 1500 Claims	0	0	0	0	0	0	0
Professional Claims	0	0	0	0	0	0	0
<b>Subtotal MCO Claims</b>	0	0	0	0	0	0	0
Pharmacy	0	0	0	0	0	0	0
Dental	0	0	0	0	0	0	0
Chiropractic	0	0	0	0	0	0	0
Skilled Nursing	0	0	0	0	0	0	0
Vision	0	0	0	0	0	0	0
Mental Health (QM_10)	0	0	0	0	0	0	0
<b>Subtotal Vendor Claims</b>	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0



## Electronic Claims Inventory

Claim Type	Electronic Claims Processed During Month						
	01-30 Days	31-45 Days	46-60 Days	61-90 Days	91-120 Days	>120 Days	Total Electronic Claims Processed During Month
UB92 Claims	0	0	0	0	0	0	0
HCFA 1500 Claims	0	0	0	0	0	0	0
Professional Claims	0	0	0	0	0	0	0
<b>Subtotal MCO Claims</b>	0	0	0	0	0	0	0
Pharmacy	0	0	0	0	0	0	0
Dental	0	0	0	0	0	0	0
Chiropractic	0	0	0	0	0	0	0
Skilled Nursing	0	0	0	0	0	0	0
Vision	0	0	0	0	0	0	0
Mental Health	0	0	0	0	0	0	0
<b>Subtotal Vendor Claims</b>	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0



## Aggregate Claims Inventory

Claim Type	01-30 Days	31-45 Days	46-60 Days	61-90 Days	91-120 Days	>120 Days	Total Paper & Electronic Claims Processed During Month
UB92 Claims	0	0	0	0	0	0	0
HCFA 1500 Claims	0	0	0	0	0	0	0
Professional Claims	0	0	0	0	0	0	0
<b>Subtotal MCO Claims</b>	0	0	0	0	0	0	0
Pharmacy	0	0	0	0	0	0	0
Dental	0	0	0	0	0	0	0
Chiropractic	0	0	0	0	0	0	0
Skilled Nursing	0	0	0	0	0	0	0
Vision	0	0	0	0	0	0	0
Mental Health	0	0	0	0	0	0	0
<b>Subtotal Vendor Claims</b>	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0



## Claims Performance Report

	<b><i>VOI Claims Aging Summary</i></b>			
	Inventory		Turnaround	
	<b>&lt;45 days</b>	<b>&gt;45 days</b>	<b>&lt;45 days</b>	<b>&gt;45 days</b>
<b>Jan-05</b>	96.99%	3.01%	99.91%	0.09%
<b>Feb-05</b>	100.00%	0.00%	99.76%	0.24%
<b>Mar-05</b>	99.82%	0.18%	99.54%	0.46%
<b>Apr-05</b>	99.05%	0.95%	99.93%	0.07%
<b>May-05</b>	98.00%	2.00%	100.00%	0.00%
<b>Jun-05</b>	97.19%	2.81%	99.98%	0.02%
<b>Jul-05</b>	98.55%	1.45%	99.93%	0.07%
<b>Aug-05</b>	98.61%	1.39%	99.99%	0.01%
<b>Sep-05</b>	0.00%	100.00%	0.00%	100.00%
<b>Oct-05</b>	0.00%	100.00%	0.00%	100.00%
<b>Nov-05</b>	0.00%	100.00%	0.00%	100.00%
<b>Dec-05</b>	0.00%	100.00%	0.00%	100.00%





# Special Projects/Reconciliation Inventory

CT Adjustment/Corrected Claims Projects						
Spreadsheet of Adjustments from CT	2	1/1/2005				
Corrected Claims Inventory	0	1/1/2005	Total Inventory of Adjustments 56			
ORAMSEYE Call Queue Inventory	0					
OPHSCLMS Call Queue Inventory	10	1/1/2005				
Project Title / Notes	Number to Process	Completed	Remaining	Percentage Completed	Estimated Completion Date	Date Received/Date Completed
Sample MD office	94	50	44	53.19%		Natalie
Corrected Claims						



## Timely Filing and Appeals Process

- Timely Filing
  - Providers have 90 days from date of service to submit claims for adjudication
- Appeals Process
  - Defined in contract executed between ValueOptions and provider



## Contacts

- Questions regarding claims for dates of service prior to 1/1/2006 should be directed to :
  - Claims/Customer Service: 1-866-440-6820
  - Escalated Issues:
    - Stephen Soohoo, Director Provider Relations, VOI 212-560-7656
    - David Glazer, VP Service Center, VOI 212-560-7611
    - Colleen Chesney, Health Net 203-225-8752



## Provider Communication

- Communications will go to VOI providers which will denote:
  - Claims submission guidelines
  - Addresses for claim submission
  - Where to call with questions
  - How to Join the BH Partnership



Questions?

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